



Internal / External Program Assistants, WorkBC Programs



POSITION: Program Assistant (1 Maternity Leave coverage, 1 Permanent)

DEPARTMENT: Employment and Language Programs

POSITION FUNCTION:

Under the general supervision of the WorkBC Centre Manager, the **Program Assistant** is responsible for providing administrative and clerical support to the staff and clients of WorkBC Programs.

QUALIFICATIONS:

- A post-secondary certificate, degree or diploma in a relevant field (i.e.) Business Administration; or demonstrated experience in providing customer service and resolving issues both in person and in a virtual service delivery environment and working with individuals with complex barriers and a broad range of cultural backgrounds
- A second language is required; preferred languages for these locations are Punjabi, Mandarin or Korean
- Knowledge and ability to use databases such as ICM and OCMS
- Experience providing administrative/clerical support with typing speed of 50wpm or more
- Using standard office equipment and ability to trouble-shoot
- Strong interpersonal, cross-cultural communication, and customer service skills especially with diverse populations
- Possesses patience, tact, and flexibility; ability to quickly assess and refer clients appropriately
- Providing information via the telephone with a pleasant manner
- A desire to assist others in finding the help they need
- Ability to work in a busy environment with public contact
- Providing initial client assessment and intake in a WorkBC Centre
- Familiarity with job search tools and familiarity with employment-related issues; knowledge of job search techniques; experience in group facilitation, counselling and marketing
- Excellent knowledge of programs, services and resources in the community and those provided by MOSAIC
- Highly organized and able to work and stay calm under tight timeline pressure environment
- Criminal Record Check required

HOURS: 35 hours per week

Two positions available; One position is a Maternity Leave coverage; the other position is permanent ongoing.

SALARY RANGE: \$38,636 to \$43,486 per annum, commensurate with level of experience and qualifications

A competitive benefits package is provided with contracts of at least 1 year in length which offer a minimum of 17.5 hours of work per week.

RESUMES TO: Hiring Team - MOSAIC Employment Programs
5575 Boundary Road
Vancouver, BC V5R 2P9
E-mail: employmentprograms@mosaicbc.org

Please reference “**Your Name – Program Assistant, WorkBC Programs**” in the subject line of your application and submit via email (Word / PDF format). No telephone calls please.

DEADLINE: Ongoing until a suitable candidate is hired

NOTE: Only applicants selected for an interview will be contacted

POSTING DATE: December 21, 2018

MOSAIC is committed to promoting equal employment opportunities for all members of the community